

Bar & Beverage Manual*****

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❖ **Introduction**

Purpose of this manual

This operation manual has been created to help ensure a safe, consistent and smooth operation and highly functional working environment for the Bars within ... Coolum. All documentation is current and should be regularly maintained if changes are made to any Bar operations covered herein.

This Manual contains firstly a generic Bar Operations section, which is followed by sections that are particular to the individual Bars across the Resort.

Both the generic as well as specific sections contain policies, procedures and standards relating to the preparation and presentation of drinks. It is essential that all employees working in the Bar are familiar with and follow these as they provide the basis for consistent service standards.

We trust you find the information helpful and ask that any suggestions for future improvements should be made to the Director of Food and Beverage
And are highly appreciated

Liqueur Licensing Laws - "No more, it's the law!"

The liquor-licensing act imposes specific responsibilities on the licensee, server and guest. If your position on the resort requires you to serve alcohol, please note the following:

Under the Liqueur Licensing Act, the licensee, guest and you are personally liable to penalties for serving intoxicated patrons and minors. You must take all possible steps to avoid jeopardising the licence of the Resort by refusing service of liquor intoxicated patrons and minors. If at all in doubt as to whether or not a given customer is a minor, proof of age must be insisted upon. If proof of age is not provided, liquor must not be served. Call your Supervisor if any difficulties arise.



Penalties

The Liquor Act sets out specific penalties for irresponsible service of alcohol. These are detailed below for your information.

Minors - You must not

- Sell liquor to a minor
- Give liquor to a minor
- Allow a minor to be given alcohol
- Allow a minor to consume alcohol

Penalty:

- Licensee, nominee, or manager
- Bar Attendant or staff

Unduly Intoxicated Patrons - You must not

- Sell or give liquor to an intoxicated patron
- Allow liquor to be given to the patron
- Allow the patron to consume liquor

Penalty:

- Licensee, nominee, or manager
- Bar attendant or staff

Irresponsible Hospitality Practice - You must not

- Engage in practices or promotions that encourage rapid or excessive consumption of liquor.

Penalties can include:

- Up to \$10,000 fine, suspension of licence or cancellation of licence.

Definition of being "Intoxicated"

"A state of being in which a person's mental and physical faculties are impaired because of consumption of liquor so as to diminish the person's ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties and using reasonable care, would act in like circumstances".

Some signals that could indicate that a patron is unduly intoxicated

- Look for signs of intoxication. Unduly intoxicated patrons may exhibit a combination of these signs, although commonsense should be used at all times when refusing service.
- Difficulty moving around objects
- Bumping into or knocking over furniture.
- Falling down
- Swaying &/or dozing
- Stumbling or uncoordinated movements.
- Rambling conversation, loss of train of thought.
- Slurring of speech.
- Making irrational or nonsensical statements.
- Dropping money, not being able to count money.
- Glassy eyes, lack of focus.



When should you stop serving a patron drinks?

Service is refused to patrons for the following reasons

- Safety of the patron,
- Safety of others
- Provisions of the liquor act (eg, if the person is a minor, unduly intoxicated or disorderly)
- Civil liability

Techniques you can engage in to slow down the consumption and effects of alcohol include but are not limited to the following:

- Serve food with drinks.
- Encourage consumption of low alcohol beverages,
- "Perhaps I could offer you a soft drink instead?"

Remember that alcohol is a drug (depressant) and as such its consumption is governed by relevant legislation. This includes you, the licensee and the patron.

❖ **Product Knowledge**

Bar Top 20

- 1 Skilled Bartenders - with personality and passion
- 2 Uniforms - trendy, practical and comfortable
- 3 Glassware - sparkling clean and unique
- 4 Ice Cubes - enough in the glass to chill
- 5 Freshly squeezed juices - also for cocktails
- 6 Shelf Brands - of reputable quality and variety
- 7 Specialty Spirits - display in categories
- 8 Excellent Wine and Champagne Selection - cellared at the correct temperatures and sold by the glass
- 9 Soft drinks and Mixers - served in the bottle with regular, diet and caffeine free
- 10 Waters - sparkling and still served chilled
- 11 Imported and Draft Beers - served chilled
- 12 Best Cocktails in Town - well presented
- 13 Garnishes - simple, fresh and practical
- 14 Beverage List - water resistant and unique
- 15 Correct Recipes and preparation methods
- 16 Bar Snacks with taste and variety - served fresh
- 17 Atmosphere - live background music, sound and lighting professionally arranged
- 18 Bar top and equipment - clean and well organised
- 19 Value for Money - good measures and proportions
- 20 Destination Bar - be the best in Town!

Fruit and Fruit Juice Basics

- Fruit juices should be stored in **glass bottles**, (not plastic). When juice arrives from the commissary it should be poured into a glass bottles.
- When a bar uses plastic bottles, they are constantly refilled and rarely washed. **unhygienic**.
- Old spirit bottles should be kept and used to store juices in. Bottle caps must be kept too.
- Use **same bottles** for the same juices
 - ❑ **Pineapple** – **Suntory Midori bottle**
 - ❑ **Orange** – **Juice jugs**
 - ❑ **Lemon** – **Souza Tequila bottle**
 - ❑ **Coconut** – **Bacardi bottle**
 - ❑ **Cranberry** – **Bundy bottle**
 - ❑ **Sugar syrup** – **Bacardi bottle**
 - ❑ **Passion pulp** – **Johnny Walker bottle**
 - ❑ **Mango pulp** – **Gordon's Gin bottle**

* Note all bottles listed have a uniform height.
- If all outlets use the same bottles for each juice, this will **avoid confusion**.
- Keep back up stock in a fridge for service. Back-up par levels depend on the bar supervisors' judgement for average usage.
- Juice stock must be **rotated**.

Fruits

- Fruits should be clean and **pre-cut** for service and kept in garnish tray.
- Back up fruit should be cut and kept **in fridge in plastic containers**, with a lid to prevent oxidisation.
- Cut fruits usually soaked in water should be soaked in their own type of juices. Eg Pineapple with pineapple juice, **lemon with lemon juice**